

Roundtable Discussion Issues

- FY02 Guidance
 - Vision of the organization
 - Feedback on draft goals
 - Feedback on draft objectives
- Tenets of Customer Service / Support
 - How can we better service our customers?
- Future Organization of DCSED / TIEs
 - Impact of Title XI reductions



Vision

- **FM 22-100 definition:** Provides the ultimate sense of purpose, direction, and motivation for everyone in the organization. It is at once the starting point for developing specific goals and plans, a yardstick for measuring what the organization accomplishes, and a check on organizational values.
- **FY01 DCS&D Annual Training Guidance:** TASS Vision - To enhance Army readiness through an efficient, fully-integrated educational system that guarantees soldiers of all components are trained to a single standard.
- **TRADOC Command Plan FY01-07 (DCS&D):** As the architect of the 21st Century TASS, finalize the transition of the three separate component training programs to an efficient and effective fully integrated military educational system that promotes standardized institutional training to the Army.



FY02 Proposed Goals and Supporting Objectives

- **(Goal)** Facilitate the improvement of institutional readiness
 - **(Objective)** Achieve 98% accreditation of all Reserve Component (RC) school training battalions
 - **(Objective)** TRADOC Quality Assurance (QA) Cell to begin accreditation of proponent school training battalions on 1 Oct 01
 - **(Objective)** Teach 75% of completed TATS courses
 - **(Objective)** Maintain 98% fill of Title XI soldiers
- **(Goal)** Finalize the integration of The Army School System
 - **(Objective)** Develop a plan for the alignment of TR 350-18 with TRADOC Transformation
 - **(Objective)** Institutionalize the RC Pre-SMDR process
 - **(Objective)** Improve TASS awareness.



FY02 Proposed Goals and Supporting Objectives

- **(Goal)** Facilitate the execution of training
 - **(Objective)** Achieve 90% quota utilization
 - **(Objective)** Achieve 85% class conduct rate
 - **(Objective)** Achieve 95% utilization of TRADOC ammunition
- **(Goal)** Improve the TRADOC Title XI program
 - **(Objective)** Develop ODCSED TDA structure to accommodate **proposed** Title XI reductions
 - **(Objective)** Develop a program to measure the effectiveness of the Title XI training program
 - **(Objective)** Refine TR 350-18 guidance on use of Title XI personnel
- **(Goal)** Improve the utilization of personnel / organizational resources
 - **(Objective)** Develop a training program for TRADOC Title 10 soldiers
 - **(Objective)** Develop a familiarization program for proponent school RC LNOs.



Customer Services Principles

⇒ Key principles in a customer - driven organization:

- ✓ Identify your customers - start with the reason your organization was set up in the first place
- ✓ Continuously ask your customers what they want - skip this step and you'll get it wrong.
- ✓ Set standards so people know what to expect
- ✓ ~~Measure and publicize results~~

Organization Key Business Factors

APIC -- Army Performance Improvement Criteria

- ✓ **Organization's mission; key products and services.**
- ✓ **Organization's personnel; number, type, education level.**
- ✓ **Key quality requirements for products and services.**
- ✓ **Description of key customers and their special needs.**
- ✓ **Nature of organization's major mission areas (local, regional, etc).**
- ✓ **Organization's leadership position in a competitive environment.**
- ✓ **Major equipment, facilities, and technologies used.**
- ✓ **Types of suppliers of goods and services.**
- ✓ **Importance of external activities to the organization.**
- ✓ **Degree of influence over external activities.**
- ✓ **Special relationships with partners or customers.**
- ✓ **Regulatory environment in which the organization operates.**
- ✓ **Other factors important to the organization.**

